

Director's Update

As DAS works to adopt a more customer-focused approach, research gains new significance. Research helps us find out how well we are doing in specific areas, and tells us what our customers' priorities are. It can help us decide which products or services to add or discontinue, and whether DAS pricing is on target. It can also tell us how customers perceive DAS and how we compare to our competition. It can help us set goals.

Even in our early stages of entrepreneurial management, DAS has already completed several surveys. Here is a brief recap of some other DAS research projects:

- **Customer Satisfaction.** External customers responded to a pre-DAS survey about customer satisfaction in April of 2003. Thirty-eight of thirty-nine agencies responded to a paper questionnaire. On a one-to-five scale (five highest), customers ranked their overall satisfaction with DAS predecessor entities' customer service and quality of service. Averages were 4.05 for accounting, 3.72 for IDOP, 3.36 for DGS and 3.11 for ITD. The pre-DAS Customer Relations work group headed by Mike Bacino (ICN) conducted the survey.
- **Employee Satisfaction.** We surveyed DAS employees in February and March of 2004. The response rate remained low after two announcements: 134 employees or 35 percent out of 383 employees returned the paper questionnaire. Responses varied considerably. In general, results indicated that employees are relatively satisfied with performance management-related topics. Respondents said DAS needs to improve leadership and communication, rewards and recognition, and take more steps to enable people to succeed. The survey was conducted by Patti Allen (DAS Core) and analyzed by Gerd Clabaugh (DAS Finance and Ops.)
- **Customer Evaluation of DAS Billing Systems.** External and internal (inside DAS) customers were surveyed in April, 2004 regarding the various DAS billing systems in use and how those could be consolidated and improved. Results show that customers (inside and out) want a better billing system and have many questions about entrepreneurial management. We will shortly be sharing details of this report. Pat Harmeyer (DAS Finance and Ops) conducted the survey.

During the next month, the DAS marketing team will be surveying customers with an electronic tool. This year's survey will ask customers to prioritize key attributes of good service as they rate our performance on those areas, and will include several new questions about Customer Councils and communication. We will report those results when the survey analysis is complete, this year and every year.

Survey results help us better understand what our customers expect from DAS. For that reason, we've begun posting survey results in the Employee News section of the DAS website. (We will shield any identifiable information respondents provide in confidence. New documents will be added as they are finalized.) I encourage you to review some or all of the posted reports if they are relevant to your work. In an environment where the goal is to focus on serving customers, there is no better information resource.

Finally, here is an I/3 resource update. I want to thank the entire I/3 team, whose members from throughout DAS continue to work so hard to solve problems and assist users. There is much work left to be done, but the I/3 team deserves a lot of credit for their hard work and perseverance.

As I/3 enters Phase II, an administrative team is being added to assure that users achieve maximum functionality with I/3 and are engaged in further implementation and problem solving activities. The new program management arm will be housed State Accounting Enterprise under Chief Operating Officer Calvin McKelvogue. It will include subject matter experts (SMEs) in the areas of finance, accounts receivable/cost allocation, procurement, budget, fixed assets, and inventory.

The involvement of system users is a key to the success of I/3. I am pleased to announce that Lori McClannahan, an internal auditor in the Judicial Branch and an I/3 user, has accepted the responsibility to head the program management team, effective immediately. As many of you already know, Lori is a CPA who graduated from UNI with an accounting degree. She brings more than 20 years of valuable experience acquired in positions with the Auditor of State, Revenue and Finance, and Judicial Branch. She will be joining DAS with a six-month term through a 28-E agreement with the Judicial Branch, and will report to Calvin.

---Mollie K. Anderson

July 16 Second Annual Employee Meeting: *Open for Business*

More than 275 DAS employees attended morning or afternoon sessions of the DAS employee meetings this year, and survey results indicate it was a worthwhile day. Attendees heard presentations from members of the DAS Executive Leadership Team, contributed suggestions for improving DAS, and enjoyed the fellowship of a hamburger lunch held in the DAS-GSE Garage, complete with

musical entertainment and clowns. Even the pictures look like fun!

Here's the list of dedicated folks who worked together under the leadership of Gerd Clabaugh (DAS Finance and Ops) to plan the day: Tim Ryburn (DAS-GSE), Cathy Mallard (DAS- HRE), Lisa Dooly (DAS-SAE), Marianne Mickelson (DAS Core), Patti Allen (DAS Core), and Mark Uhrin (DAS-ITE), Others who assisted include Carol Stratemeyer (DAS Core), Dave Meyers (DAS Finance and Ops), Linda Wozny (DAS-GSE), Larry Johnson (DAS- GSE), Tony Pavon (DAS-GSE), Marsha Von Ruden (DAS-GSE), Suzie Reicks (DAS-HRE), Richard Squires (DAS-GSE), Lois Schmitz (DAS-HRE), John Nelson (DAS-HRE), Terri Marshall, (DAS-HRE) Lori Vivone (DAS-GSE),

Jerry Groff (DAS-HRE), Rob Godfredson (DAS- GSE), Lise Melton (DAS-GSE), Paul Carlson (DAS Core), Doug Kern (DAS Core), Barb Kroon (DAS-HRE), Linda Plazak (DAS Core), Sue Kaili (DAS-GSE), Kathy Van Wey (DAS Core), Darrell Fremont (DAS-ITE), and Cory Oelberg (DAS-ITE). We also thank GSE Capitol Complex Maintenance staff and the State Vehicle Dispatcher's



Garage staff for helping us set up the lunch arrangements. Planning for next year begins now! To volunteer, e-mail Marianne.Mickelson@iowa.gov.

Many who attended completed program evaluations. You can see evaluation results at the new Employee News section of the DAS website. In response to employee feedback, we'll be setting up a permanent Wall of Fame to highlight compliments for DAS employees. The display will be located near the break area of the Hoover Building A Level.

Files Flew in July

During the official clean-out-your-files day on July 8, DAS-GSE custodial staff collected an astounding *1.9 tons* of confidential destruction documents and 7760 pounds of recycled paper in 4 hours. (This is a huge increase from the usual 2500 pounds collected daily.) The sense of teamwork was impressive as the custodial staff worked with customers to transport barrels of paper from each floor to the dock areas. Thanks to all of the agency volunteers, building occupants and custodial staff who made this day a success. For more information, contact Tim Ryburn (DAS-GSE) at 281-3137.

Security is Everyone's Responsibility

Information security does not have to be complicated or confusing. A lot of what goes into security is actually careful thinking on the part of all of us, not just the technical staff who maintain our computer systems. Simple actions like closing or monitoring access doors, locking your workstation when you leave it, shredding confidential papers, using strong passwords and reporting security problems are important ways to keep our IT systems safe. Each of us really makes a difference. If you have questions, contact Network and Security Services. For more information, contact Greg Fay (DAS Core) at 281-4820.

EIP Assessment Update

The Enterprise Infrastructure and Personnel (EIP) Assessment managed by the DAS-ITE is a legislative-mandated study to determine the feasibility of consolidating IT staff and functions within the Executive Branch of Iowa State Government. Following an RFP process, Coeur Business Group of St. Louis, MO is conducting the assessment. A steering committee formed to make final recommendations includes members of the CIO Council work group, an AFSCME representative, three department heads, and DAS leadership.

The assessment began with a written survey of state agency technical capabilities. The Coeur Group is now interviewing state agency management teams, collecting information about each agency's customer and business requirements. Later this month, workshops will be conducted to define the IT capabilities of all organizations. A gap analysis will compare findings of the two approaches and show how far state government needs to grow to meet future needs. In the final stage, three implementation scenarios will be evaluated: One centralizes all IT staff and hardware, and two other scenarios will be selected by the steering committee. For more information, contact Wes Hunsberger (DAS-ITE) at 281-6993.

WANTED: Drivers...Are You Driving Defensively?

State employees have maintained very good driving records in recent years, resulting in fewer accidents than anticipated when the self-funded liability program began. One reason is the requirement that drivers take the Defensive Driving Course jointly conducted by the DAS-GSE, the Iowa/Illinois Safety Council and the Iowa State Patrol. Administrative Rule 401-11.8 requires that all drivers of state vehicles or drivers of private vehicles traveling on state business that travel over 5,000 miles annually take a Defensive Driving refresher course at least once every three years. The instruction is free, but each attendee's department is billed a \$20.00 materials fee.

Here's the schedule for the six-hour course, to be held in the second floor conference rooms of the Wallace State Office Building from 8:30 a.m. to 3:30 p.m. Attendees should provide names and preferred dates to Jody.Cox@dps.state.ia.us or call Judy at 242-6129.

October 14 & 15, 2004

November 4 & 5, 2004 (new date)

December 9 & 10, 2004

January 20 & 21, 2005

February 17 & 18, 2005

March 17 & 18, 2005

April 21 & 22, 2005

Old Boilers Never Die...

Randy Howard (DAS-GSE) reports that an old friend is leaving state government after more than 30 years of service: DAS-GSE is working to remove and replace the last of the boilers installed in the original Central Energy Plant. The new boiler should be in place by the time old man winter rears his ugly head.

State engineers have spent many hours at different times of the day and night with old No. 2, as it was called, and it never missed a beat. Let's wish it a good retirement and welcome the new boiler—with the hope that it will serve the state half as well!

Coffee's on at the New Historical Building

Exciting news from the New Historical Building: Grounds for Celebration at the Terrace Cafe is officially open for business. Grounds for Celebration offers a sit down full-service lunch menu featuring locally-produced, seasonally fresh products. They specialize in "on site" artisan small batch roasting of fine coffee from around the world and a full and varied selection of fine whole-leaf teas. Artwork from the Absolute Art Gallery will be featured. Groups of 5 or more should call ahead for reservations, 281-3294.

DAS-HRE Completes Disability Survey

The State Workforce Disability Survey has been successfully completed. More than 20,000 surveys were distributed this year in contacting the entire executive branch workforce for the first time in more than five years. The 63 percent response rate is considered very good for a totally voluntary survey. The executive branch goal for employment of persons with disabilities is to be representative of the overall Iowa labor force, based on census figures. Updates in this data are important because worker disabilities can change over the course of a person's work life.

Survey results show the value of the updates. For the 1990 Census, 7.6 percent of the general state workforce indicated they had a disability; the executive branch rate was 4.2 percent as of March 31, 2004. The 2000 Census rate rose to 11.8 percent, and the executive branch rate rose to 7.3 percent (12.8 percent within DAS.) with the new survey. See Barb Kroon (DAS-HRE) for more information, 281-6388.

New Features: Employee Update

With this issue, we begin listing employee hires and departures as taken from official personnel records. As space permits, you may also self-submit family announcements (marriages, births, etc.) for inclusion. (See the editor's note at the conclusion of the newsletter.) With thanks to Kathy Van Wey (DAS Core), here's the report from June 1, 2004.

Name	Action	Supervisor
Berg, Brad SAE Public Service Executive 4	Promoted July 2, 2004	Calvin McKelvogue
Boggs, Janet SAE Accounting Technician 3	Promoted June 18, 2004	Calvin McKelvogue
Edmondson, Chuck ITE IT Specialist 5	Retired August 15, 2004 after 15 years of service	Mark Uhrin
Eich, Harla SAE Accounting Technician 3	Retired June 17, 2004 after 25 years of service	Calvin McKelvogue
Lindner, Steve SAE Public Service Executive 5	Retired July 2, 2004 after 34 years of service	Mollie Anderson
Mehta, Nadir ITE IT Administrator 4	Resigned June 18, 2004 after 1 year of service	John Gillispie
Peterson, Harlan GSE Public Service Supervisor 2	Retired July 7, 2004 after 34 years of service	Debbie O'Leary
Small, Marsha GSE Custodial Leader	Promoted July 2, 2004	Linda Wozny
Tough, Becky DAS Core Human Resources Associate	Retired July 7, 2004 after 20 years of service	Gerd Clabaugh

Editor's Note

Information for the next issue of the *DAS Difference* is due September 24, 2004 for a newsletter that will come out around October 4, 2004. Send information to the Marketing Team c/o Patti Walden Allen or to any of these DAS staff: Tim Brand, Paul Carlson, Gerd Clabaugh, Greg Fay, Dean Ibsen, Mark Johnson, Barb Kroon, Pat Lantz, Calvin McKelvogue, Lise Melton, Debbie O'Leary, Jan Olson, Tim Ryburn, Denise Sturm, Lowell Sneller, or Shirley Walker. Masthead designed by Mike Steven.